

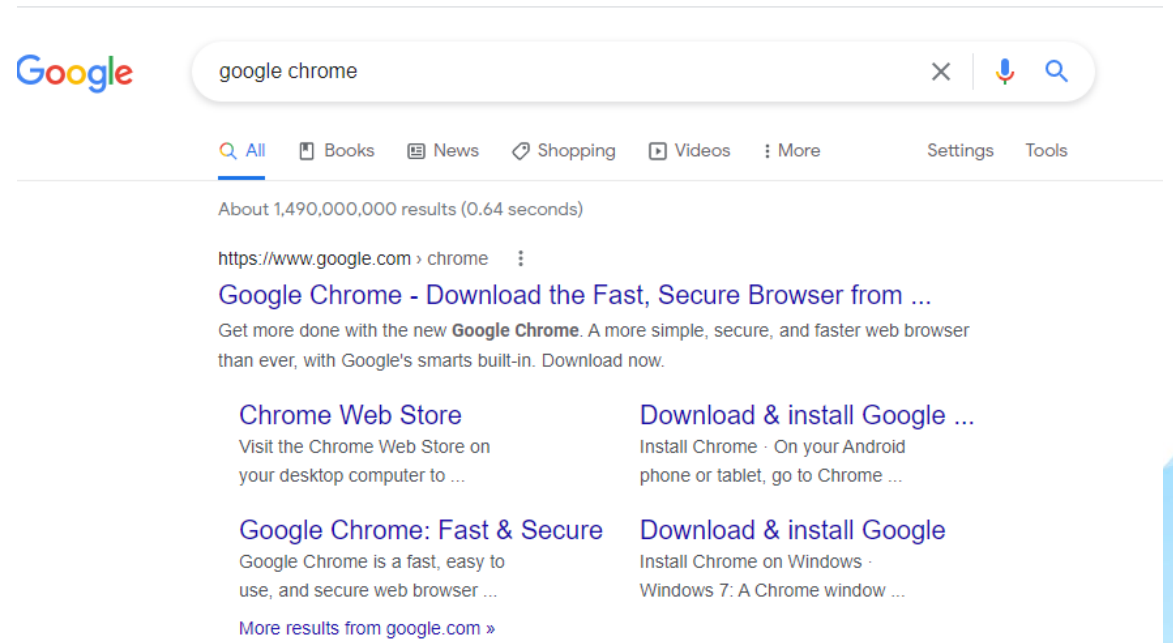
TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE

For Technical and Non-Technical Issues

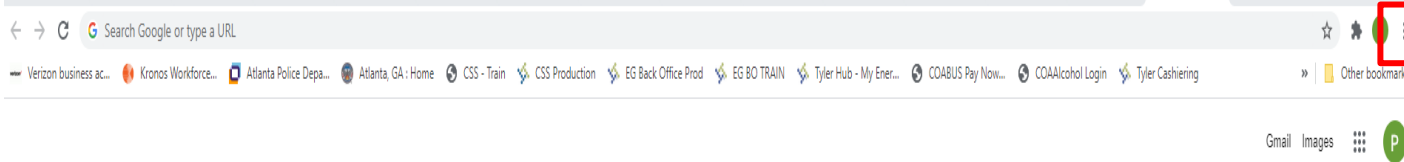
Contact **ATL311.com** or **404-546-0311** to create a case.

TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE

1. Recommended device – laptops or desktops.
2. Recommended browser – **GOOGLE CHROME**
3. Apple computers users if you are experiencing issue, use Google Chrome browser.
 - a. Search for Google Chrome.
 - b. Download and Install Google Chrome. (browser is free)
4. Troubleshooting all browsers
 - a. Unblock all third-party cookies
 - b. Clear cache (for all time)

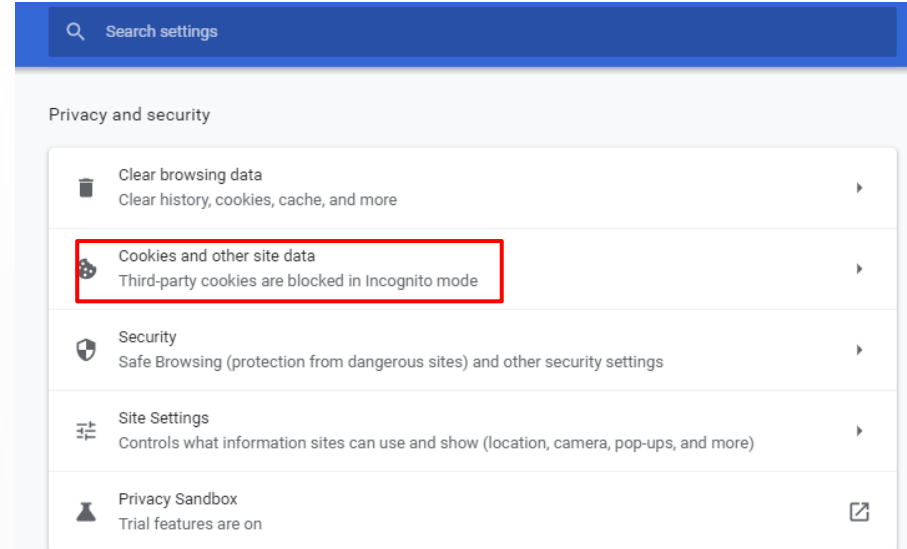
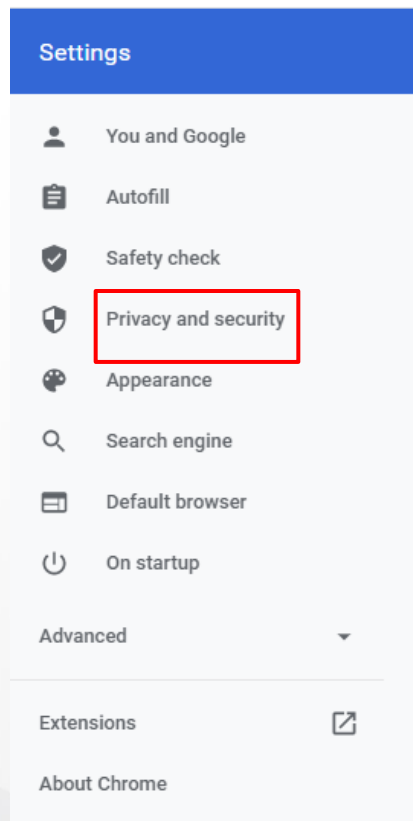
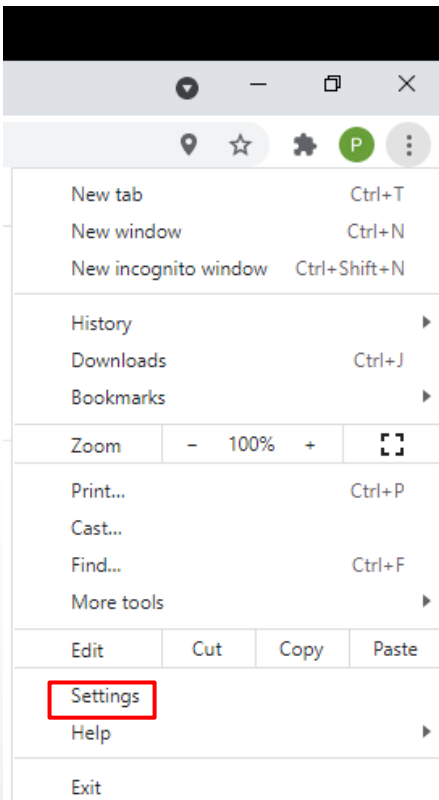


TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE(cont'd)

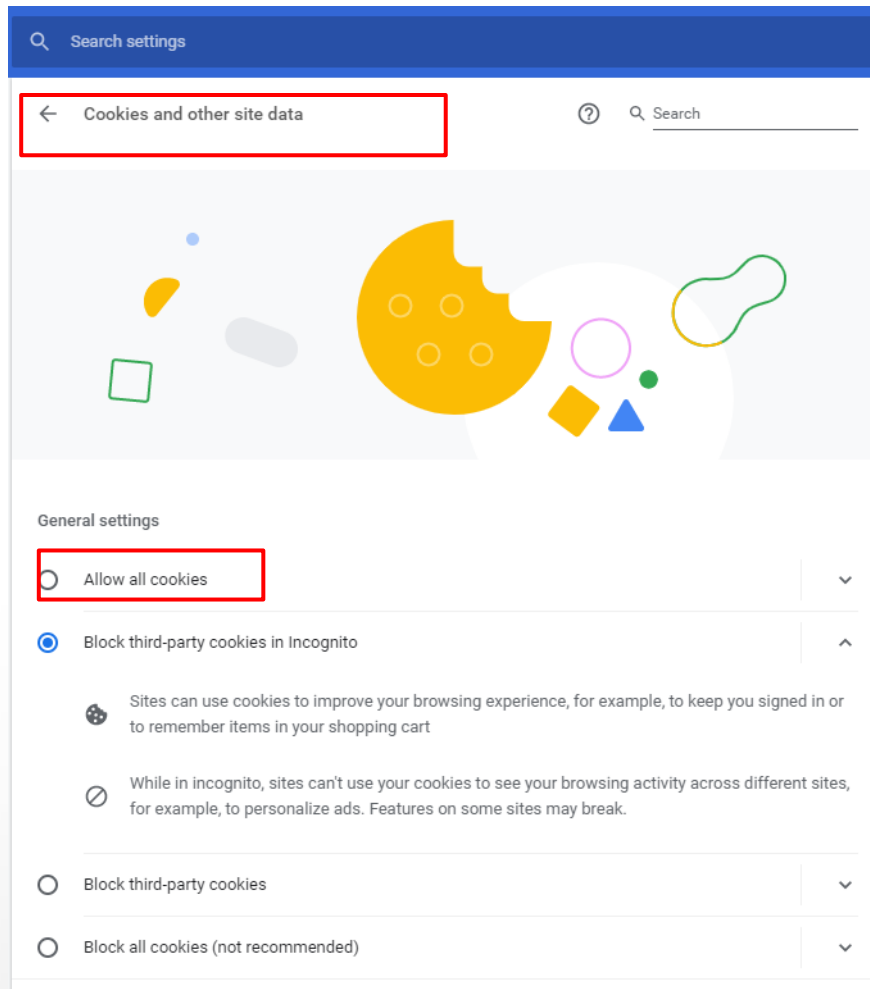


5. Unblocking third-party cookies (Google)

- Click to three dots in top right corner.
- Select Settings.
- On right of screen, click **Privacy and security**.
- Click **Cookies and other site data**



TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE(cont'd)



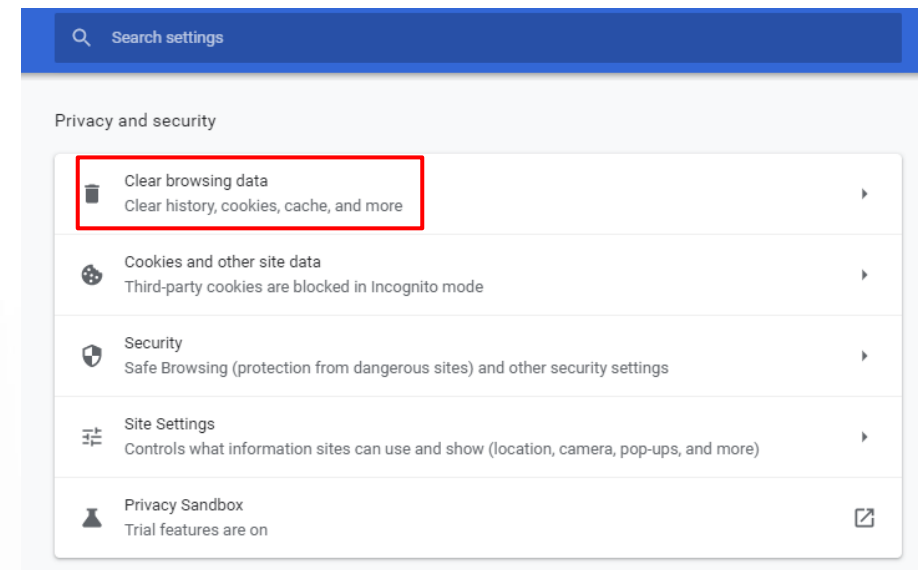
5. Unblocking third-party cookies (Google)

e. Click **Allow all cookies**

6. Clearing cache

a. On right of screen, click **Privacy and security**.

b. Click **Clear browsing data**



TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE(cont'd)

The image shows a Chrome browser interface. At the top, a red box highlights the 'Clear browsing data' button. Below it, the 'Basic' tab is selected. A red box highlights the 'Time range' dropdown menu, which is set to 'All time'. Three checkboxes are checked: 'Browsing history' (with a description 'Clears history and autocompletions in the address bar.'), 'Cookies and other site data' (with a description 'Signs you out of most sites.'), and 'Cached images and files' (with a description 'Frees up 319 MB. Some sites may load more slowly on your next visit.'). At the bottom right of the dialog, a red box highlights the 'Clear data' button. Below the dialog, the browser's address bar is shown with a red box around the refresh icon (a circular arrow) and the URL 'atlantaga-energov.tylerhost.net/Apps/SelfService#/home'.

5. Unblocking third-party cookies (Google)
 - e. Click **Allow all cookies**
6. Clearing browsing data (cache)
 - a. On right of screen, click **Privacy and security**.
 - b. Click **Clear browsing data**
 - c. Set the time range to **ALL TIME**
 - d. Click **Clear data**
7. Go to <https://atlantaga-energov.tylerhost.net/Apps/SelfService#/home>
8. **REFRESH SCREEN**
9. Proceed to register/log in

TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE(cont'd)

Frequently Asked Questions

Q. My page is flickering back and forth.

A. Refer to: Allow third-party cookies and clearing browser data (cache)

Q. I am not receiving the verification email.

A. Check all spam folders (junk, promotions, social, spam, focused mail)

Small Company

a. Refer to: Allow third-party cookies and clearing browser data (cache)

b. Refresh

Large Company

a. Refer to: Allow third-party cookies and clearing browser data (cache)

b. Refresh

c. Contact your IT department to request that @tyleridentity.com is white-listed. Have them to check all blocked emails.

Q. My surface pro or iPad will not allow me to register.

A. Try using a desktop or laptop.

Q. What browser are you using?

A. Try using Google Chrome